



RIVERSIDE THEATRE

Date Posted: 11/24/21

Position: Front of House Services Staff Member

Pay Range: Part-Time Hourly, \$13.00/hour + Tips

Commitment: 10-20 hours per week, 30 weeks per year. Evening and weekend availability are essential as the position is subject to non-traditional hours. Shifts average 4-5 hours, but can last up to 7 hours.

Scheduling: Arranged monthly with Patron Services Manager (PSM)

Riverside Theatre is committed to creating an inclusive workplace that values members of our whole community. We strongly encourage qualified applicants from all backgrounds to apply and/or audition.

Our Organization

Riverside Theatre is a professional theatre that connects artists and audiences through intimate, engaging, and provocative productions from the classics to new works, and provides an artistic home for regional theatre professionals. To learn about our 2021 - 2022 show season, go to riversidetheatre.org.

Our Mission

A great city deserves serious theatre. Theatre that sparks discourse, builds community, delights, inspires, breaks down barriers, and explores the complexities of the human spirit. Riverside Theatre strengthens the cultural fabric of Iowa City through intimate, engaging productions from classics to new works, fostering a deeper appreciation for the dramatic arts.

Job Description

Front of House (FOH) Staff Members work closely with the Patron Services Manager to maintain box office and concessions activities in a professional and welcoming manner. FOH Staff provide excellent customer service and work in collaboration with all other staff and Riverside volunteers. We are looking for individuals who appreciate the mission of Riverside Theatre and are excited to be the first point-of-contact for Riverside's patrons as we welcome them to our theater.

This will be the inaugural Front-of-House Staff in our new space on the Ped Mall, who help us grow, adjust, and thrive as we welcome audiences to the first season at this new theater.

Please note: All Riverside Theatre employees are required to be fully vaccinated against Covid-19 and will be asked to provide a vaccination card. In addition to organizational policies, staff is expected to follow any current mask or other Covid-19 policies that may be in place at the theater. Riverside Theatre will follow all CDC and City of Iowa City Covid-19 restrictions and mandates.

Front-of-House staff will receive training in CPR, First Aid, AED, and Naloxone Distribution

Core Duties

Event and daily operations:

- Prepare box office and concessions areas when opening; secure when closing
- Process ticket orders, membership subscriptions, and donation transactions in-person, over the phone, and through email
- Sell concessions and merchandise, and be able to provide answers to questions about the menu
- Handle cash and process end-of-day deposits and sales reconciliations
- Maintain inventory in concessions and the box office and alert the PSM of any needs
- Keep all front-of-house areas – from the front doors to the lobby – clean and welcoming (vacuuming, dusting, deep-cleaning, resetting furniture)
- Check patron Covid-19 vaccination cards or test results ahead of performances

Communication:

- Stay knowledgeable of Riverside patron policies, event info, and concessions offerings
- Communicate box office and concessions inventory or supply needs with the PSM
- Share any recommendations or concerns to PSM on better processes or improvements as identified during shifts
- Communicate clearly and professionally to all staff, artists, and patrons
- Contribute to a healthy and safe work environment with an emphasis in teamwork

Support:

- FOH staff may be momentarily asked to take on additional duties during events as assigned by the PSM including but not limited to distributing will-call tickets, coat check, communicating with stage managers, or seating patrons
- Assist with direction and support of Riverside volunteers
- Assist with special events and rentals

Required qualifications:

- Computer literacy
- Experience and skills with customer service
- Experience with money handling
- Must be 18 years old (to be able to sell alcoholic beverages)
- Comfortable checking IDs and vaccination cards
- Works well independently and in teams

Desired qualifications

- Comfortable with crowds and crowd management
- Experience with ticketing software and point of sales systems
- An appreciation for theatre arts and Riverside Theatre's mission, vision, and values

To apply, please go to riversidetheatre.org/employment/ to fill out the application form and attach your current resumé along with three professional references. If you have any questions before submitting your application, please email claire@riversidetheatre.org.